

## State Government Efficiency Review Committee Update

### Iowa Legislature

### October 9, 2013

#### 1. Background

- a. In 2013, the Iowa Legislature approved consolidation of Information Technology (IT) management and resources and created a new independent agency, The Office of the Chief Information Officer (OCIO), (SF396). Please see attached summary.
- b. The OCIO is in the formative stages of organizational structuring. Accounting codes have been set up, but appropriations are not available until July 1, 2014. No funds have been transferred and no staff has been hired.
- c. Substantial progress has been made across the Executive Branch. The IT Governance team has reviewed approved/disapproved over 132 technology requests since December 2012.

#### 2. Compelling Activities

- a. Cloud Based E-mail, Communications, Collaboration Solutions – Bids have been received and are currently being scored. Cost-avoidance and savings could easily exceed several hundreds of thousands of dollars per year.
- b. Data Center Consolidation – Data Centers in the Departments of Public Health and Workforce Development are slated for decommission and migration to the State's primary Hoover Data Center this fiscal year, resulting in the largest reduction in datacenter floor space on record for the Capitol Complex. Savings will be power, cooling, computer equipment, and de-duplication of tasks.
- c. Infrastructure Time Reporting - DAS-ITE is currently collecting time reporting data from all IT Staff that deal with networks and other commodity IT services in the Executive Branch to determine opportunities for efficiency. Savings will include de-duplication of IT services and time, while allowing IT resources to focus on agency business services.
- d. Web Portal Services – The portal services contract will be awarded in October which will result in a substantial increase in the number of State mobile applications and on-line services with no net new cost.
- e. Invitation to Quality for Web Development – Approximately 15 vendors submitted responses to the State of Iowa's recent Invitation to Qualify for web development services. This will allow the State to rapidly issue competitive bids for web development in an open and transparent marketplace, ensuring the greatest combination of quality and cost. Previously, there was no mechanism for local companies.

- f. ServiceDesk – new cloud-based ServiceNow tool will be implemented in November. This will allow citizens and state employees to track the status of their IT helpdesk tickets and measure responsiveness against guaranteed timeframes for service delivery, all web-based.
- g. Incident Response – Central IT has instituted a 24x7 incident response plan that includes rotating 4x7x365 standby status for key state employees and managers. This has dramatically reduced response times and increased service levels to our customers. By way of comparison, before the plan was implemented in July 2012, one night time incident went without resolution for 8 hours. A similar after hours event in July 2013 was triaged within 20 minutes, enabling services to be available when state business began. Estimated cost of standby is \$150,000 per year. Estimated cost of one hour of downtime for e-mail during core business hours is \$480,000 in lost employee productivity (12,000 employees on the ITE E-mail system at average pay of \$40 per hour).
- h. Contract Alignment – We are working to align technology contract end dates in support of large scale opportunities in the future. This includes ensuring all mainframe components reach end of life at the same time, enabling the State of Iowa to invest in alternative strategies without carrying legacy costs.
- i. 28D Staff Sharing – We are currently deploying approximately 20 IT staff from other agencies to manage centralized services using 28D agreements. This staff sharing reduces duplication and costs.
- j. State of Michigan Partnership – the State of Iowa has deployed limited disaster recovery capabilities within the State of Michigan datacenter through one of the first-of-its-kind cross-jurisdictional partnerships for cloud-based services. This enables the State of Iowa to use computing resources in Michigan and benefit from a geographically-separated, emergency resource facility.

## Summary of SF396 Legislation

### Division I — Government Information Technology Services

- This division transfers the information technology functions and Chief Information Officer of the Department of Administrative Services (DAS) to a new independent office of the Chief Information Officer that is attached to DAS for accounting and fiscal services.
- New Iowa Code chapter 8B establishes the Office of the Chief Information Officer directed by the State Chief Information Officer.
- Concerning information technology, the provisions previously contained in Iowa Code chapter 8A, subchapter II, providing for, in part, the appointment of a Chief Information Officer and the information technology duties and services provided by DAS, are moved to new Iowa Code chapter 8B.
- In addition, the powers and duties of the Chief Information Officer are expanded to give the Chief Information Officer the authority to adopt rules for the administration of the chapter, prepare a budget, adopt rules regarding the approval of information technology budgets of other agencies, and administer all accounting, billing, and collection functions required by DAS.
- New Iowa Code section 8B.21, concerning information technology services, also includes new provisions directing the new office to establish an enterprise strategic and project management function for oversight of all information technology-related projects and resources of participating agencies and requiring that security policies and systems developed by the new office be consistent with the state's data transparency efforts.
- The Act also includes transition provisions, directs the new office to conduct an inventory of information technology devices utilized by state agencies, and directs the new office to establish a schedule for departments to comply with information technology coordination and management requirements of Iowa Code chapter 8B.